



*Excellence and Integrity in  
Everything we do!*

**LUKEN HOLDINGS, INC**

(423) 756-1200

[www.lukenholdings.com](http://www.lukenholdings.com)

Real Estate Management

October 2010



## Letter from President & CEO Lynda Childress

EXCELLENCE inspires us to do our best, which is why we are forever striving to achieve it.

Can you fill the nip in the air? I love the cooler climate and the coming of Fall! While seasons change, we must never change our forward look to turn obstacles into opportunities of success to achieve the goals of excellence and integrity we have set.

As I look back over the month of September, I reflect on the ninth anniversary of September 11<sup>th</sup> and the tragedy that took place. Watching the news and reflecting on that day, I found myself crying all over again. I remember where I was when I first heard about it all happening. We did not have a television in our office but I was able to pull the news up online and watch it all unfold. We have so many heroes in our Country. This wonderful country that we live in is so resilient. **God Bless America!**

As I was looking back and reflecting I could not help but look ahead. It is okay to look back and remember but looking ahead gives us hope. We had a company picnic on September 11<sup>th</sup>. On this day that brings so much tragedy to mind, we had a day of fun and laughter. You see, we very seldom all get to be together. Everyone is so busy between work, school, church and life in general and it is hard to drop everything for a day of fun – but we did! We met at Sunrise Farm and laughed, ate barbeque – watermelon – homemade ice cream (and more) and played some games. These are great people! What great stories each of them have to tell. Some have had great tragedies hit their homes also. We have children that have lost limbs, have autism, pacemakers – we have even lost children; but with the help of the Good Lord, we are resilient. That reminds me of the verse in the Bible that says “I know the plans that I have for you”.

You see, the plan that we can see right now is not the final outcome. The final outcome is far better than we can imagine. Keep your focus upward and choose hope. My hope comes from above, for “I will lift up my eyes unto the hills from where my help comes from”. May you look back and remember but find hope in looking ahead.



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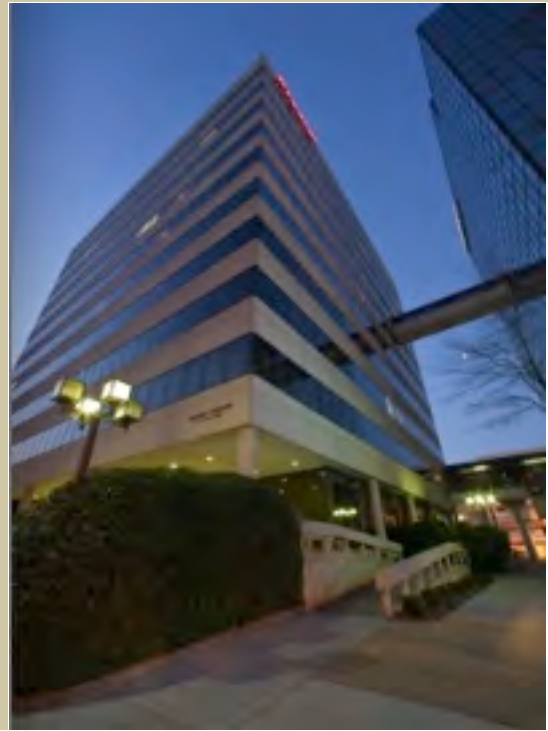
[www.lukenholdings.com](http://www.lukenholdings.com)

Russell Elliott, CCIM, SIOR      **-Sales & Leasing Representative-**  
423-424-2567 Direct or 423-413-6767 Cell      [www.relliott@lukenholdings.com](mailto:www.relliott@lukenholdings.com)

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"There's no limit to what a man can achieve, if he doesn't care who gets the credit." Laing Burns, Jr.



**Tammy Babb**  
**RETAIL &**  
**RESIDENTIAL**  
**423.756.1200**  
**423.298.2249**  
**423.2665913**  
**FAX**



Did you know East Ridge is home to Tennessee's First Shopping Center? It is!! Our very own Osborne Shopping Center was the first of its kind in Tennessee! If you know of anyone looking to open a retail business, please send them our way. We would love to help them in their endeavor.



Please call me if you have any questions or need additional information and be sure to check out our website [www.lukenholdings.com](http://www.lukenholdings.com) to see our listings.



**STORE**

**#3138**

**M-F 8:30-6:30  
Sat. 10:00-3:30**



**3712 Ringgold Rd.  
East Ridge, TN 37412**

**Phone - Rick @  
624-7511**

**WE ♥ LOGISTICS™**

The UPS Store in East Ridge is celebrating our 15th anniversary now! We opened for business in September of 1996 and operated as a Mail Boxes Etc franchisee until April 2003 when we re-branded as a The UPS Store location. Overall, the re-branding has been a great success increasing our brand awareness to the general public while allowing us to offer the same low shipping rates as if they go directly through UPS. One thing that sets us apart from everyone else in the industry is our "Pack and Ship Promise". If our certified packaging experts package an item and it is lost or damaged in transit, the customer is reimbursed the insured value of the item PLUS the cost of us packaging it for them! While packaging and shipping are two of our core services, we offer much more. Some of our other services are color/ black and white copies, mailbox rental, notary services, faxing, freight services, fingerprinting and now even document shredding! We pride ourselves on being your office away from the office. Come see what our friendly staff can do for you!



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Brenda Owens, Manager: Anne Standridge: Kristy Skipper

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Citizens was opened in 1917 to serve the needs of working class people. Over the years, lots of things have changed. But in some very important ways, Citizens is just the way it was in 1917. Citizens is still independently owned and operated. We have been lending money to hard working people for more than 90 years. We offer many types of loans such as, Home Equity/Mortgage loans, Auto loans, and Personal loans. We can help you with bill consolidation loans, furniture or appliance loans, education, and much more. We welcome the opportunity to listen and discuss your own personal loan needs. You can count on us.

### Staff:

Brenda Owens, Manager  
Anne Standridge, Financial Service Representative  
Kristy Skipper, Customer Service Representative  
423-698-4407  
3736 Ringgold Rd.  
East Ridge, TN 37412

## ***INTRODUCING LUKEN EMPLOYEES***



**RYAN ANGEL**

Ryan Angel received his high school diploma with both College Prep and Technical seals with distinction from Kennesaw Mt High School. He attended the Coles College of Business at Kennesaw State University and received his Bachelors of Business Administration in the Spring of 2010. He began working for Luken Holdings as an intern in January 2010 and was offered a full time position after graduation and now works as an Accounting Clerk. In his spare time he likes to golf, hike, and spend time with his girlfriend of 5 years Lisa Anthony. Ryan hopes to continue his education and earn his Masters degree.



**Leigh S. Sullivan, CPA Tax Accountant**

Leigh is a CPA (certified public accountant) and is responsible for all tax reporting of Luken Holdings, Inc. She earned a Bachelor of Science degree in Business Administration/Accounting from the University of Tennessee and a Master of Professional Accountancy (Tax Emphasis) from Clemson University.

Prior to joining Luken Holdings in 2010, Leigh worked with a large regional public accounting firm in Atlanta, GA; then with a public accounting firm in Chattanooga. She has 20+ years of experience practicing in the area of taxation.

Certified Public Accountant – Tennessee & Georgia

American Institute of CPA, Tennessee Society of CPA, Chattanooga Tax Practitioners

**We have received several accolades recently and they are worth sharing.**

I just want to say in writing how much I appreciate the new fitness center in the James Building! It's absolutely fabulous to have a convenient and affordable place to exercise during the day. I have a 2hr/day commute (I live in Sewanee), so finding time to exercise has always been a challenge. Now it's so easy to hop on downstairs to workout and then hop on back to my desk.

I wanted to personally thank you for the newly installed bicycle racks in the downstairs lobby. As a daily bicycle commuter, I greatly appreciate having a safe, indoor space to hang and lock my bicycle. More so, however, your selection and placement of the racks shows your commitment to meeting the needs of a variety of commuters, and the installation sets a precedent for bike-friendly workplaces.

I really just want to thank both of you for all the wonderful work that is being done and resolving this issue. Tracy, the office manager feels she has the best Landlord / Property Manager on the planet. Jerry if your work wasn't so great and your staff so accommodating, she wouldn't feel so good about it. Just wanted to let you know we appreciate both of you and the work you have done.

Let me take this opportunity to tell you how nice your staff is in and around this building. Whether the fellows are blowing or watering, whatever is going on with filter replacement s, Jake and others.....they are super and so courteous and considerate of what we are doing .

**A GREAT TIME WAS HAD BY ALL AT THE PICNIC**



Luken Holdings, Inc.  
735 Broad St.  
Suite 1204  
Chattanooga, TN 37402

**LUKEN HOLDINGS, INC.**

**Lynda Childress,**  
President & CEO

**Russ Elliott, CCIM, SIOR**  
Broker

**Tammy Babb**  
Leasing Admin./Broker

**Beth Robertson**  
Controller

**Jerry Gross**  
Property Manager

**Carolyn Stringer**  
Executive Assistant

**Belinda McClurd**  
Tenant Services

**Meredith Coke**  
Accounts Payable

**Tondae Hudson**  
Accounts Receivable

**Ryan Angel**  
Accounting Clerk

**Leigh Sullivan, CPA**  
Tax Accountant

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